Draft Print Management Rules – Oct 22, 2013	Comments
WAC 200-380-010 Purpose and Authority	
This chapter implements the print management requirements of RCW 43.19.733.	
RCW 43.19.742 directs the department of enterprise services to establish these rules and guidelines to implement ~~managed print~~print management strategies that track, manage and reduce agency printing costs.	Updated for clarity. 10/15
WAC 200-380-020 Definitions	
For the purposes of this chapter the definitions in this section apply unless the context clearly requires otherwise. Additional definitions can be found in RCW 39.26.010.	
(1) An **Agency** is any state office or activity of the executive and judicial branches of state government, including state agencies, departments, offices, divisions, boards, commissions, institutions of higher education as defined in RCW 28B.10.016, and correctional and other types of institutions or a government entity within the state of Washington that has a signed Master Contracts Use Agreement (MCUA).	
(2) A **Contractor** is an individual or entity awarded a contract with an agency to perform a service or provide goods.	
(3) A **Customer** is the recipient of a good, service, product, or idea, obtained from a seller, vendor, or supplier.	
(4) **Department** is the department of enterprise services (DES).	
(5) **Desktop Printing** is the use of a desktop printer to complete a print job.	
(6) **Digital Printing** is a digital-based image transferred directly to a variety of media, usually liquid ink or toner based.	
(7) **Managed Print Services (or MPS)** is a ~~method~~ contract for delivering overall management of any print equipment needs of an agency ~~for an agreed upon per-copy page impression rate over a fixed period,~~ subject to mutually agreed upon revision ~~as needed, based on actual copies impressions made and/or as needed for.~~to meet business needs and for fleet adjustments. MPS may include providing a print assessment, equipment, supplies (excluding paper), and services. ***Note:*** *~~These are some of the examples of the types of equipment that may be included in an MPS contract~~An MPS contract may include different types of printing equipment including but not limited to:* • *MFDs*	Removed cost per impression reference due to stakeholder input. 10/~~-~~22 Changes reflect stakeholder comments. Clarified “impression rate” to replace “copy rate” and added “mutually agreed upon” to clarify the contract revision process for MPS. Stakeholders also asked to replace copies with “impressions”. 10/8 Ideas submitted by Don Hartman for possible definition. 10/8 **Stakeholder definitions** Managed Print is a process where an outside vendor works along with agency staff to determine the right

• *Networked and non-networked printers* • *Plotters* • *Desktop printers* • *Scanners* • *Large Format Devices~~:~~*	size and amount of equipment to meet actual needs. Assessment of the Agencies fleet will be ongoing throughout the equipment's life. Managed Print allowing the vendor to work along with the agency to determine the correct level of equipment, service, parts, and supplies. Both agency and vendor will be able to work together to track costs, volumes, equipment usage as well as addressing problems and solutions that may arise. Since MPS was presented as a money savings process, agencies will pay for the equipment and prints actually produced eliminating the need to pay for services not provided or paying more per page when less prints are produced. Managed print is a generic term for a process that typically involves an outside vendor assessing an agency's printing needs and determining the right amount of equipment to meet actual demand. After assessments are complete, vendors typically provide the right level of equipment, service, parts, and supplies to meet the user's business needs. Managed print enables an agency to have the most efficient set up of equipment and accurately track its printing volume and costs, while also allowing the vendor to track equipment usage and problems and identify possible solutions
~~(7)~~(8) **MPS Authorized Supplier** is a MPS supplier listed on the MPS master contract on the department's website.	
~~(8)~~(9) **MPS Contract** is a ~~method~~ contract for delivering overall management of any print equipment needs of an agency ~~for an agreed upon per-copy page impression rate over a fixed period,~~ subject to mutually agreed upon revision ~~as needed, based on actual copies impressions made and/or as needed for.~~ to meet business needs and for fleet adjustments. An MPS contract may include providing a print assessment, equipment, supplies (excluding paper), and services	Stakeholders asked the department to clarify that a MPS contract is a fixed term and "mutually" adjustable agreement. 10/8 DP 10/23 changed definition to conform with MPS definition in (7)
~~(9)~~(10) **MFD Contract (or Copier Contract)** is an agreement between an agency and an equipment provider for the lease, rental, or purchase of an MFD or a fleet of MFDs.	Stakeholders requested clarification that Copier Contract and MFD Contract mean the same thing for the purposes of this chapter.
~~(10)~~(11) **Multifunctional Device (or MFD)** is a networked or ~~standalone~~ non-networked digital printing device capable of any combination of the following functions: ~~of~~	Stakeholders requested the addition of "non-networked" for clarification. 10/8
(a) printing,	
(b) copying,	
(c) scanning,	
(d) and/or faxing.	Stakeholders requested that faxing be and/or. Not all machines include faxing capabilities. 10/8
~~(11)~~(12) **Offset Printing** is a printing technique where inked image is offset by a plate or rubber blanket then transferred to a surface.	
~~(12)~~(13) A **Print Assessment** is an analysis of services required to meet customer printing needs in the most cost effective manner.	
~~(13)~~(14) **Print Management** is the overarching general term that applies to the management of all agency printing operations, including agency self-service and provider generated printed material, services, and/or equipment. Examples include but are not	

limited to: MPS and print services.	
~~(14)~~(15) **Print Shop** is a shop where printing is done, usually by an offset method where ink is applied to paper or other substrate.	
~~(15)~~(16) **Print Services** is digital printing, quick copy, and offset printing, including printing done in a print shop.	
~~(16)~~(17) **Proposal** is an offer for goods and/or services in response to a solicitation issued for such goods and/or services by the department or an agency of Washington state government.	
~~(17)~~(18) **Quick Copy** is a provider-based service for reproduction of original documents in a short timeframe.	
WAC 200-380-030 Requirements of each state agency.	
(1) Do the Managed Print Services rules apply to my agency?	
The MPS rules apply to all state agencies with 1,000 or more full time equivalent ~~employees~~ staff (FTE).	In response to stakeholder comments the department added "equivalent staff" for clarification. 10/8
Note: *Go to http://www.fiscal.wa.gov/ to view current staffing levels.*	Added OFM web site for FTEs. 10/8
(2) What if my agency has less than 1,000 FTEs?	
Agencies with less than 1,000 FTEs can choose to use the MPS Master contract but are not required to do so.	
(3) What are the requirements for agencies with 1,000 or more FTEs?	
Any agency with a MFD Contract expiring after January 1, 2012, must:	
(a) Begin planning a transition to a MPS contract six (6) months prior to the expiration date; and	
(b) Utilize a MPS contract upon the expiration or termination of the MFD Contract.	
(4) Is my agency required to achieve savings with a MPS Contract?	
An agency transition from an MFD Contract to a MPS Contract should result in savings in comparison to the agency's prior MFD Contract.	
Note: *For tracking and monitoring requirements see WAC 200-380-060 Tracking and monitoring savings.*	
(5) How does my agency access MPS Contracts?	
The process for using MPS Contracts is outlined in WAC 200-380-040 Using managed print services.	

WAC 200-380-040 Using managed print services (MPS).	
The following general use requirements apply when transitioning to the ~~state master contract.~~ MPS Contract. All activities must comply with applicable laws, rules, and regulations:	Changed for clarity. 10/9
(1) State agencies with 1,000 or more ~~employees~~ FTEs or other state agencies that choose to use MPS must use the state MPS Contract.	Changed for clarity. 10/9
***NOTE**: Higher education and other political subdivisions may use state MPS Contracts.*	
(2) Agencies must sign the Master Contract Usage Agreement (MCUA) and send it to the department for approval prior to ~~use~~ using MPS Contracts.	Changed for clarity. 10/9
***NOTE:** The MCUA is posted on the department's web site at www.des.wa.gov.*	
(3) Your agency must take the following steps to initiate a MPS Contract:	
(a) Locate the current state MPS Contract on the department's website at www.des.wa.gov.	
(b) At least two of the listed MPS authorized vendors must perform a print assessment; and offer a proposal for MPS.	
***NOTE**: A list of MPS authorized suppliers is located on the department's web site at www.des.wa.gov in the MPS Master Contract's Current Contract Information (CCI).*	
(c) Your agency must follow the processes outlined in the MPS master contract when awarding the contract; and	
(d) Your agency must award the contract to the MPS authorized supplier that meets ~~its~~ your agency's business needs.	Changed for clarity. 10/9
WAC 200-380-050 Print assessment.	
(1) The agency and vendor must use the print assessment to identify all technical, operational and financial aspects of an agency's existing fleet and printing needs.	
(2) The print assessment(s) must include at minimum:	Added (s) for clarity 10/22
(a) An analysis of the agency's fleet costs including administrative, hardware, software, network capabilities, imaging output	

and imaging costs.	
(b) A plan for on-going data collection and analysis.	
(c) Recommendations for asset location and equipment use.	
(d) Recommendations for savings and efficiencies.	
(e) Recommended device(s) ~~MFD recommendations~~ based on work flow and business needs.	Changed for clarity. 10/9
(f) Recommendations for addressing data security and energy efficiency.	
WAC 200-380-060 Tracking and monitoring savings.	
(1) When an agency transitions to a MPS Contract it should result in savings over the term of the MPS contract.	
(2) Agencies must track and monitor savings by:	
(a) Documenting and analyzing the costs and savings on a regular basis. Historical MFD spend data or a current print assessment can be used to assist in~~.~~ ~~D~~determin~~e~~ing if the MPS contract has resulted in savings when compared to the previous MFD Contract.	Stakeholders requested clarifying language to describe what information could be used to develop the print assessment. 10/8
***NOTE**: If an agency has added ~~full-time employees~~FTEs since inception of MPS, it is possible MPS costs may exceed previous MFD costs and may not result in savings.*	Changed for clarity. 10/9
(b) Annually reporting their cost savings analysis to the department on or before June 30. The standards cost savings template is available on the DES web site at www.des.wa.gov.	
***NOTE**: Your report can be e-mailed each year to PrintingReports@des.wa.gov.*	
WAC 200-380-070 Determining which print management service to use.	
(1) Is my agency required to contact DES before entering into a print management contract? Agencies that have an approved MCUA~~No, you do not have~~are not required to contact DES~~. Agencies~~ and can use the MPS master contract by following the requirements in WAC 200-380-040. (2) What ~~if~~ does ~~an~~ my agency need to do if it needs print services? On every printing job and binding job ordered by a state agency, RCW 43.19.739 requires agencies to consult with DES on how to	Changed for clarity. 10/9

choose more economic and efficient options to reduce costs. There is no cost for the consultation.

(3) What are the options if my agency needs print services?

Several options are available:

(a) Submitting a print or copy job directly to DES~~ printing and imaging~~; or

(b) Using digital print and quick copy master contracts; or

(c) Posting a solicitation for bids on the Washington electronic business solution (WEBS). DES printing and imaging must be included in a solicitation for print services per RCW 43.19.736~~.~~; or

(d) Making a direct buy purchase from a private printing vendor per RCW 39.26.125. The department's direct buy policy ~~RCW 39.26.125~~ must be followed.

(4) Are there any restrictions to using a private printing vendor?

(a) DES must print any job containing sensitive or personally identifiable information, not publicly available unless it is more economically feasible for DES to contract with a private printing vendor for the printing.

(b) ~~A~~ DES will enter~~s~~ into ~~requires~~ a confidentiality agreement ~~if a~~with the private vendor who is printing sensitive or personally identifiable information.

DES 200-380-080 Exemptions

The director of the office of financial management may exempt a state agency, or a program within a state agency from the requirement to use MPS.